



**TEXAS DEPARTMENT OF HEALTH**  
**Austin Texas**  
**INTER-OFFICE**

**THRU:** Regional Directors  
Directors, Local Health Departments  
Directors, Independent WIC Local Agencies  
Chief, Bureau of Regional & Local Health Operations

**TO:** Patient Flow Analysis Study Coordinators

**FROM:** Gerald D. Cannaday, Jr. **{Original Signed}**  
Chief, Bureau of Nutrition Services

**DATE:** September 07, 2001

**SUBJECT:** Patient Flow Analysis (PFA) Survey

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In an attempt to better serve our Texas WIC Patient Flow Analysis (PFA) study coordinators, we have developed the attached needs assessment survey. The survey includes ideas for an "advanced" PFA class, as well as a request for additional suggestions. The PFA study coordinator may consult with the WIC Director or other clinic staff to obtain assistance in completing the survey.

The deadline for submitting surveys to the State Office is October 1, 2001. Please submit completed surveys to the following address:

Texas Department of Health  
Bureau of Nutrition Services  
1100 West 49<sup>th</sup> Street  
Austin, Texas 78756  
Attn: Anna Garcia

To expedite the delivery process, surveys may be faxed to the Training and Technical Assistance Division at (512) 406-0722.

If you have questions, please contact Anna Garcia, Program Specialist, at (512) 406-0740.

Attachment

## What would you like to see in an “Advanced” PFA Class?

From the following list, use a rating scale of 1 to 10 to indicate the Patient Flow Analysis items of interest to you. For example, place the number 1 by the item you feel is the highest priority, the number 2 by the next highest priority item, and so on, down to 10, for the item of lowest priority to you.

\_\_\_\_\_ Helpful timesaving tips and techniques for conducting studies in large clinics

\_\_\_\_\_ In-depth analysis of study results

\_\_\_\_\_ How to compose a report interpreting the results of the PFA study

\_\_\_\_\_ Ideas for motivating staff to do PFA

\_\_\_\_\_ How to present study results to management staff

\_\_\_\_\_ How to use a comparison table to compare PFA data from same clinic studies

\_\_\_\_\_ How to transmit PFA studies electronically, eliminating the use of diskettes

\_\_\_\_\_ Ideas for encouraging clinic staff to make changes based on study results

\_\_\_\_\_ How to develop a PFA library to keep your studies organized

\_\_\_\_\_ A presentation of current literature on clinic management practices

Do you have any additional suggestions? (Please explain.)

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**Thank you for your participation!**